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1 INTRODUCTION

This policy is intended to provide the overarching framework to guide the review and development of YNCU policies, standards, procedures, and guidelines to comply with the integrated Accessibility Standards, Ontario Regulation 191/11, under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

2 OBJECTIVES

YNCU is committed to providing its goods and services in a way that respects the dignity and independence of persons with disabilities. This commitment will be integrated wherever possible and will ensure that persons with disabilities benefit from the same services, in the same place and in a similar way as others.

YNCU is committed to ensuring that every employee and member receives equitable treatment with respect to employment and services, without discrimination, and receives accommodation where required, in accordance with the provisions of the *Ontario Human Rights Code* and the AODA and its Regulations. YNCU will meet the accessibility needs of persons with disabilities in a timely manner.

3 POLICY

This policy applies to all individuals entitled to the protection set out in the AODA and its regulations, including members or customers and employees of YNCU.

Definition of Disability

The AODA defines “disability” as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability,
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- d) A mental disorder, or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Where required, YNCU will consult with the disabled individual to understand his or her specific accessibility needs, and then make all reasonable efforts to meet those individual needs in a timely manner.

Means of Achieving YNCU’s Accessibility Objectives

This policy, related policies, and procedures, and YNCU’s Multi-Year Accessibility Plan outline YNCU’s strategies and actions to prevent and remove barriers to accessibility and to meet the requirements under the AODA and its Regulations.

Accessibility policies that have been developed or captured in applicable current policies include but may not be limited to the following:

Integrated Accessibility Standard Requirement	Compliance Date
<p>Self-Service Kiosks</p> <p>All organizations that offer services and/or products through self-service kiosks are required to take steps to make them accessible, on a go forward-basis, to people with disabilities so they can be used independently and securely.</p> <p>“Kiosk” means an interactive electronic terminal, including a point- of-sale device, intended for public use that allows users to access one or more services or products or both.</p>	<p>January 1, 2014</p>

Integrated Accessibility Standard Requirement	Compliance Date
<p>Training</p> <p>Train employees, volunteers, all those who participate in developing the organization’s policies, and all others who provide goods or services on behalf of the organization, about the requirements of the Integrated Accessibility Standards Regulation, as well as the Ontario Human Rights Code as it relates to people with disabilities.</p>	<p>January 1, 2015</p>
<p>Information and Communications Standard</p> <p>Requires organizations to create, provide and receive information and communications in ways that are accessible for people with disabilities.</p> <ul style="list-style-type: none"> ○ Feedback ○ Accessible Formats and Communication Supports ○ Accessible Websites and Web tent 	<p>January 1, 2015</p> <p>January 1, 2016</p> <p>January 1, 2014 (new websites & content)</p> <p>January 1, 2021 (all websites & content)</p>
<p>Employment Standard</p> <p>Requires employers to provide for accessibility across all stages of the employment life cycle.</p> <ul style="list-style-type: none"> ○ Recruitment, assessment, and selection ○ Accessible formats and communication support for employees ○ Workplace emergency response information ○ Documented individual accommodation plans ○ Return to work process ○ Performance management ○ Career development and advancement ○ Redeployment 	<p>January 1, 2016</p>

Integrated Accessibility Standard Requirement	Compliance Date
<p>Design of Public Spaces Standard</p> <p>Focus on removing barriers in two areas: 1. public spaces and 2. buildings</p> <p>Enhancements to accessibility in buildings will happen later through Ontario’s Building Code, which governs new construction and renovations in buildings.</p> <p>Accessibility Standard for the Design of Public Spaces</p> <p>The standard for the design of public spaces only applies to new construction and major changes to existing features in respect of:</p> <ul style="list-style-type: none"> • Recreational trails/beach access routes • Outdoor public eating areas like rest stops or picnic areas • Outdoor play spaces, like playgrounds in provincial parks and local communities • Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian paths. • Accessible parking (on and off street) • Service-related elements like service counters, fixed queuing lines and waiting areas • Maintenance and restoration of public spaces. 	<p>January 1, 2017</p>

The Customer Service Standard and the Workplace Emergency Response Information for Employees with Disabilities Procedure have been completed and implemented.



4 POLICY ADMINISTRATION

Requests for advice and assistance in administering or interpreting this policy should be directed to the Chief Human Resources Officer or designate. YNCU reserves the right to rescind and/or amend this, and all Credit Union policies, at its discretion at any time. This policy shall be reviewed and approved annually by the Chief Leadership Team, the Governance Committee of the Board of Directors, and the Board of Directors.